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Agency Laptop Checkout Process

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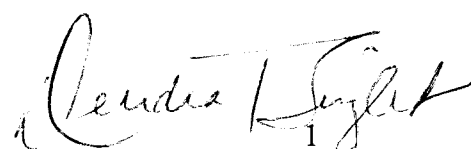
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STATE DOCUMENTS



The Department of Health and Human Services has fifty laptop computers, which are currently assigned to the different departments within the agency. The individual departments are responsible for the care and maintenance of their laptops. These laptop computers are used by the agency staff to do case management of client services, which include both Medicaid and Senior Services (elderly) clients, to audit services, and to communications between the staff and the central office such as email and for administrative functions such as word processing.

Over the last three years, the agency technology helpdesk has received numerous complaints about the laptops being unavailable or not operational when needed. Once notified, the helpdesk staff has been responsible for procuring parts or correcting the deficiencies so that the laptops are operational again. This sometimes includes significant delays caused by the procurement process and installation once the parts are received. Because the care of the laptops is the responsibility of the individual departments, problems with the laptops in the past have not been realized until someone tried to use the laptop. This has caused the staff considerable frustration.

Our agency's mission is to enhance the viability of the state by improving the health and social status of its families. Any impediment to the effective and efficient delivery of our services to our clients can have a negative impact on our clients and be in direct conflict with our mission.

My goal is to develop and implement a process, by July 1, 2001, so that the agency's laptops are available and operational for the staff when needed. This would mean that the laptop is available and operational within two hours of the request. The laptop case would include all needed accessories, instructions and a fully charged battery. The laptops would be tracked to know who is assigned the laptop, what the laptop was used for and when it would be returned.

A laptop survey, see Appendix A, was sent to all departments requesting information on each laptop, surveys for 32 of the 50 laptops were returned (*Note: indicating that the others could not be located, we are working with our inventory staff to locate the others*). The following issues were identified by the survey:

- 90.63% have less than 16 mg of RAM (64 mb minimum are required for WORD software)
- 96.88% have a clock speed of 200 mhz (600 mhz is the current agency standard)

- None have Microsoft Office 200 installed (MS Office 2000 is the current agency standard)
- 100% have outdated or broken modems
- 75% have not had the batteries properly maintained
- 100% have outdated virus protection software
- 90.63% have never been defragged or had old files and icons removed

During discussions with the department gurus (department members designated as technical coordinators for each department), it was determined that the gurus did not know when or how to maintain the laptops; gurus were not always the person in control of the laptops; laptop assignments were not recorded.

The gurus and other users polled identified the primary functions of the laptops as data collection and report generating or for communication with the agency's central email system.

A review of the technology helpdesk trouble tickets, see Appendix B, indicated that the most frequent reported were:

- an inability to login through the telephone lines at DHHS (they get a "busy" signal)

- that parts were missing from the laptop case (such as power or telephone cords)

After a review of the data, see Appendix C, several problems became obvious. There are no standards or controls over the distribution of the laptops to the agency staff. There are no specific guidelines or procedures for the maintenance of the laptops. The current dial-in telephones lines are not reliable for communicating with the agency's email system. And foremost, the agency's laptops are currently dysfunctional due to missing or outdated parts and/or software.

To address all of the issues identified, there will be multiple steps that will have to be taken, some of the them will be done in parallel, see Project Schedule in Appendix D. The schedule includes the activities that need to be performed, the responsible area, any dependences and estimated time frame.

Key stakeholders will be involved in the formation or revision of agency policies and procedures related to the use of laptops. The agency's bureau chiefs and the executive staff will be asked to review and approve any proposed changes. Their input will be incorporated into the final procedure.

Once the procedures have been defined and the laptops made operational or replaced, the gurus will be trained in the new procedures. The procedures will be installed on the agency's intranet page. An agency-wide email will be sent to all employees and will include the procedures and the effective start date. Laptop checkout procedures will be included in our new employee orientation package.

Once the procedures are in place, the gurus will be asked for feedback from their staff during our quarterly guru meetings. Helpdesk calls related to laptops will be reviewed monthly. As problems are identified, the procedures will be reviewed for modification. Helpdesk staff will periodically survey the person who checked out a laptop to see if they were any problems or suggestions for improvement. A checklist will be included with each laptop to indicate what parts are included in the case. Instructions for using the laptops will also be included.

During our annual information technology planning sessions, the helpdesk staff and our network support staff will be asked to review the network configuration for any upgrades or modifications needed, in light of any new technology. These improvements will be incorporated into the annual plan (as funds permit).

A laptop database will be developed to track the laptops including the serial number, employee checked out the laptop and the expected return date. If laptops are not returned on time, the helpdesk staff will follow up. This should insure laptops are available for those who need them. Maintenance checklist and schedules will be developed so that equipment is maintained properly.

Ultimately, the project will provide the agency with functional laptops that are readily available for use within two hours of the request.

Agency Guru Laptop Check List

Guru Name:

Bureau:

Division:

Telephone #

Date:

*DHHS Serial Number:

Model:

Amount of RAM:

MHZ:

List software:

WordPerfect Yes No

Lotus 123 Yes No

DHHS Dial-in Yes No

Other:

How frequent is the Laptop used:

Describe what the laptop is primarily used for (email, WordPerfect etc...):

List any known problems:

Are the following items enclosed in the carrying case:

Dial-up Instructions Yes No

Telephone Cord Yes No

Telephone Jack Yes No

Manuals Yes No

Diskettes Yes No

*** Please complete a form for each laptop**

UserID	henderso	Phone	803-521-9191	DHHS
First Name	Linda	Ext.		
Last Name	Henderson	Location	area10a	

Call Record

Status	Open	Technician	Helpdesk
Call	Good Afternoon!!! I have two laptops that I'm sending to Columbia for repair or replacement. I have lable them and placed a note on each one of them regarding the problem.		
	Laptop C004178 Omni Book 2100 having problems turning it on and off. It continues to run. Shuts down in the middle of programs and locks up.		
Description	Laptop C003280 Omni Book 5000c, monitor colors running together display going bad.	Source	EMail
	Thank you have a good afternoon HP5000 has been checked out and reimaged.	Chronology	
		Received by	
Call Type	Advanced Area	Helpdesk	11/01/2000 02:25:28pm
Priority	2 Standard	Last Update	
		Montes	11/29/2000 03:14:53pm
Close Information		Closed By	
Solution			

// ::

Cause

Appendix B

UserID	princew	Phone	898-2501	DHHS
First Name	William	Ext.	82501	
Last Name	Prince	Location	J-11	

Call Record

Status	Closed	Technician	Helpdesk
Call Description	Do we still have Mr.Griswold's laptop? Mr. Prince needs a laptop for the Christmas holidays with dial-in capability. Thanks	Source	EMail
Call Type	Hardware	Chronology Received by	
Priority	2 Standard	Helpdesk	12/20/2000 01:55:06pm
Close Information		Last Update	
Solution	Pat Ellis is bringing one down for us to get ready	Frickmrk	12/20/2000 02:29:09pm
		Closed By	
		Frickmrk	12/20/2000 02:29:09pm
Cause	Configuration		

UserID	small	Phone	898-2753	DHHS
First Name	Ida (Pam)	Ext.	82753	
Last Name	Small	Location	J-8	

Call Record

Status	Closed	Technician	Helpdesk
Call Description	Robert, I checked out a laptop on Tuesday and when I got it home the desktop icons would not come up. Who do I see about getting this laptop checked out. I work in Program Monitoring and the Laptop belongs to Program Monitoring. I am on the 8th Fl. room 836. Thanks	Source	EMail
Call Type	Advanced Area	Chronology Received by	
Priority	2 Standard	Helpdesk	07/21/2000 12:18:14pm
Close Information		Last Update	
Solution	This wasn't for Advanced Area.	Palen	08/31/2000 11:45:36am
		Closed By	
		Palen	08/31/2000 11:45:36am
Cause	Untrained		

The BPAN has done an analysis on how the Agency was utilizing its laptop computer technology. This analysis entailed developing a fifteen-question survey (attached) and issuing that survey to the fifty documented laptop computer owners in the Agency. The laptop technology that is used in the Bureau of Community Services, Community Long Term Care (CLTC) unit was not considered in this analysis because of the unique way they use the technology.

Once a Week	7	21.88%	
Twice or More a Week	5	15.63%	37.50%
Once a Month	6	18.75%	
Twice or More a Month	5	15.63%	34.38%
Once a Quarter	9	28.13%	
Twice or More a Quarter	0	0.00%	28.13%
	=====	=====	=====
	32	100.00%	100.00%

Fifty laptops were surveyed but only thirty-two surveys (sixty-four percent) were returned. Of the 32 laptop actually surveyed:

- 28.13% are only used once a quarter.
- 90.63% have less than 16MB of RAM (64MB is the current industry standard).
- 96.88% have a clock speed of 200 MHZ (600 MHZ is the current industry standard).
- None have Microsoft Office 2000 installed (64 MB of RAM is required for MS Office 2000).
- 100% have out dated and/or broken modems.
- 75% have not had the batteries properly maintained.
- 100% have out dated virus protection software.
- 90.63% have never had their hard drives defragged or had old files and icons removed.

Recommendation:

Because the Agency's laptop technology is not being utilized and maintained properly, I think that all fifty laptops should be centrally located with the Help Desk and reserved, as they are needed. This will ensure that technology updates occur in a timely manner, hardware maintenance will be scheduled and carried out, and all performance issues will get resolved.

Cost of Upgrading Laptops:

Memory == \$199.00 per 32MB chip

Battery == \$250.00 per battery

Modem == \$129.00 per modem

	Laptop Quantity	Unit Cost	Totals
Memory	20	\$199.00	\$3,980.00
Batteries	29	\$250.00	\$7,250.00
Modems	32	\$129.00	\$4,128.00

Grand Total ==> \$15,358.00

CURRENT LAPTOPS in CLTC

- ◆ HP Omni 5000 36
- ◆ HP Omni 2000 3
- ◆ HP Omni 2100 37

Total Laptops ⇒⇒ 76

CLTC USES FOR LAPTOPS

- ◆ Processing Client information into CMS at the Client's home.
- ◆ Updating Case information from Remote sites.
- ◆ During Disasters, A full working backup of CMS is loaded onto a laptop for field use.
- ◆ Store and Show PowerPoint Presentations at Group Meetings and Seminars.

LAPTOP DETAILS

Model	Processor	RAM	Max RAM
HP5000	75	24	64
HP2000	150	32	128
HP2100	233	32	96
Gateway Solo5300se	128	128	256

MAINTAINANCE NEEDS

		Needed	Cost (ea)	Totals
Laptops: 4 a year are being retired.		8	\$?	8
Battery Replacements	HP2100	10	\$210	\$2,100.00
	HP5000 & 2000	10	\$135	\$1,350.00
AC Adapter Replacements	HP2100	2	\$90	\$ 180.00
	HP5000 & 2000	5	\$90	\$ 450.00
56k Xircom Modem/Nick		5	\$125	\$ 625.00
(Without Laptops) Total Cost⇒⇒⇒⇒				\$4,705.00

LAPTOP UPGRADABILITY

	Quantity	Costs (@)	Totals
HP2100 are able to upgrade to Win98 and the MS Office products.			
Upgrading the RAM will increase the efficiency of the Laptop.			
HP2100 Ram Upgrade	37	\$220	\$8,140.00
Micro Soft Office 2000 (Standard)	37	\$430	\$15,910.00
Total Cost	=>>>>>>		\$24,050.00

HP 5000 and HP 2000 will not upgrade to Windows 98. However they still can be used in a limited capacity for CMS entries.

NEW LAPTOPS**Gateway Solo 5300 SE Laptop**

12.1 in. Color Display

Weight is 4 lbs.

Intel Celeron Processor 600MHz

128MB of SDRAM

6.0gb Hard Drive

56k modem/10/100 ethernet card

Cost of new Laptop \$1865 @

MS Office Standard \$ 430 @

Total Cost: \$2295

CLTC LAPTOP PLAN

CLTC Laptop Plan # 1	\$23,065.00
CLTC Laptop Plan # 2	\$47,115.00
CLTC Laptop Plan # 3	\$144,115
CLTC Laptop Plan # 4	\$192,780

CLTC LAPTOP PLAN # 1

Maintenance Needs	\$4,705.00
Replace 8 Retired Laptops	\$18,360.00
Total CLTC Laptop Plan # 1 Cost $\Rightarrow\Rightarrow\Rightarrow$	\$23,065.00

CLTC LAPTOP PLAN # 2

Upgrade Current Laptops	\$24,050.00
CLTC Laptop Plan # 1	\$23,065.00
Total CLTC Laptop Plan # 2 Cost $\Rightarrow\Rightarrow\Rightarrow$	\$47,115.00

CLTC LAPTOP PLAN # 3

Replace 41 HP5000/2000 Laptops Cost	\$94,095.00
Upgrade Current Laptops	\$24,050.00
Maintenance Needs	\$25,970.00
(Without HP5000/2000 replacements)	
Total CLTC Laptop Plan # 3 Cost $\Rightarrow\Rightarrow\Rightarrow$	\$144,115.00

CLTC LAPTOP PLAN # 4

Replace All 84 Laptops (\$2,295.00@)	\$192,780.00
Total CLTC Laptop Plan # 4 Cost $\Rightarrow\Rightarrow\Rightarrow$	\$192,780.00

Calvin	Nesbit	Bureau of Budgets & Legislative Affairs	Once a Month
Lawanda	Bethel	Bureau of Community Services	Once a Quarter
Lawanda	Bethel	Bureau of Community Services	Once a Quarter
Brian	Paeth	Bureau of Fiscal Affairs	Twice or More a Month
Brian	Paeth	Bureau of Fiscal Affairs	Twice or More a Week
Kimberly	Edmonds	Bureau of Health Services	Once a Week
Kimberly	Edmonds	Bureau of Health Services	Twice or More a Week
William	Tidwell	Bureau of Health Services	Once a Month
William	Tidwell	Bureau of Health Services	Once a Quarter
Mary	Prince	Bureau of Health Services	Once a Quarter
Mary	Prince	Bureau of Health Services	Once a Quarter
Mariann	Martin	Bureau of Health Services	Twice or More a Month
Rod	Davis	Bureau of Information Systems	Once a Month
Rod	Davis	Bureau of Information Systems	Once a Quarter
Rod	Davis	Bureau of Information Systems	Once a Week
Cindy	Pedersen	Bureau of Long Term Care Services	Twice or More a Month
Cindy	Pedersen	Bureau of Long Term Care Services	Twice or More a Month
Tony	Wanket	Bureau of Office of Audits & Compliance	Once a Month
Tony	Wanket	Bureau of Office of Audits & Compliance	Once a Week
Tony	Wanket	Bureau of Office of Audits & Compliance	Once a Week
Tony	Wanket	Bureau of Office of Audits & Compliance	Once a Week
Brenda	Mcmillan	Bureau of Office of Audits & Compliance	Twice or More a Week
Brenda	Mcmillan	Bureau of Office of Audits & Compliance	Twice or More a Week
Marie	Brown	Bureau of Office of General Counsel	Once a Month
Marie	Brown	Bureau of Office of General Counsel	Once a Week
Marie	Brown	Bureau of Office of General Counsel	Once a Week
Joyce	Samra	Bureau of Office of Human Resources	Once a Quarter
Deborah	Johnson	Bureau of Program Support	Once a Quarter
Mariann	Martin	Bureau of Program Support	Twice or More a Month
Mariann	Martin	Bureau of Program Support	Twice or More a Week
Nancy	Wilson	Bureau of Reimbursement Methodology & Policy	Once a Quarter
John	Roberts	Bureau of Senior Services	Once a Month

							Feb 25, '01								
ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names	T	F	S	S	M	T	W	T	F
1	Verify # of Laptops	29 days	Fri 02/23/01	Wed 04/04/01			<div></div>								
2	Recheck inventory	3 days	Mon 04/02/01	Wed 04/04/01		Supply/Inventory Staff	<div></div>								
3	Call for all laptops to BPAN	5 days	Fri 02/23/01	Thu 03/01/01		All staff	<div></div>								
4	Designate BPAN PM	1 day	Fri 02/23/01	Fri 02/23/01		BPAN	<div></div>								
5	Equipment needs	49 days	Thu 04/05/01	Tue 06/12/01	1		<div></div>								
6	Determine parts needed	14 days	Thu 04/05/01	Tue 04/24/01		BPAN PM	<div></div>								
7	Determine network upgrades	3 days	Thu 04/05/01	Mon 04/09/01			<div></div>								
8	Determine # of new laptops	1 day	Thu 04/05/01	Thu 04/05/01		BPAN PM	<div></div>								
9	Get executive approval & funds	5 days	Wed 04/25/01	Tue 05/01/01	6,8,7	BPAN PM	<div></div>								
10	Order laptops	30 days	Wed 05/02/01	Tue 06/12/01	9	BPAN PM	<div></div>								
11	Order network software/hardware	5 days	Wed 05/02/01	Tue 05/08/01	9		<div></div>								
12	Order parts for laptops	30 days	Wed 05/02/01	Tue 06/12/01	9	BPAN PM	<div></div>								
13	Staging Laptops	93 days	Fri 02/23/01	Tue 07/03/01			<div></div>								
14	Rec parts and repair laptops	15 days	Wed 06/13/01	Tue 07/03/01	12	BPAN	<div></div>								
15	Rec new laptops and image	15 days	Fri 02/23/01	Thu 03/15/01		BPAN	<div></div>								
16	Surplus old parts/laptops	3 days	Fri 02/23/01	Tue 02/27/01		Supply/Inventory Staff	<div></div>								
17	Network Upgrade	63 days	Fri 02/23/01	Tue 05/22/01			<div></div>								
18	Install network software/hardware	10 days	Wed 05/09/01	Tue 05/22/01	11	BPAN	<div></div>								
19	Develop tracking software	30 days	Fri 02/23/01	Thu 04/05/01		BPAN	<div></div>								
20	Obtain ISP	10 days	Tue 04/10/01	Mon 04/23/01	7	BPAN	<div></div>								
21	New Procedures	5 days	Fri 02/23/01	Thu 03/01/01			<div></div>								
22	Draft checkout procedures	3 days	Fri 02/23/01	Tue 02/27/01		BPAN	<div></div>								
23	Brief bureau chiefs	1 day	Wed 02/28/01	Wed 02/28/01	22	BPAN PM	<div></div>								
24	Incorporate bc recommendations	1 day	Fri 02/23/01	Fri 02/23/01		BPAN PM	<div></div>								
25	Distribute to Gurus	1 day	Fri 02/23/01	Fri 02/23/01		BPAN PM	<div></div>								
26	Incorporate Gurus remarks	3 days	Fri 02/23/01	Tue 02/27/01		BPAN	<div></div>								
27	Obtain executive approval	3 days	Fri 02/23/01	Tue 02/27/01		BPAN PM	<div></div>								
28	Post new procedure to Intranet	2 days	Wed 02/28/01	Thu 03/01/01	27		<div></div>								
29	Email to staff with new prod	1 day	Wed 02/28/01	Wed 02/28/01	27		<div></div>								
30	Laptop distribution	80 days	Fri 02/23/01	Thu 06/14/01			<div></div>								
31	Test tracking software	14 days	Fri 04/06/01	Wed 04/25/01	19	BPAN	<div></div>								

Project: Project-schedule
Date: Fri 02/23/01

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

External Milestone

Deadline

ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Feb 25, '01																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																									
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Project: Project-schedule
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Split

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